



# Hospital CAHPS® Smart Sheet

## Important HCAHPS Dates

- **Jan. 3, 2019:** Data submission deadline for patients discharged in July, August & September 2018
- **April 3, 2019:** Data submission deadline for patients discharged in October, November & December 2018
- **July 3, 2019:** Data submission deadline for patients discharged in January, February & March 2019
- **October 2, 2019:** Data submission deadline for patients discharged in April, May & June 2019

## Survey Process

- **Mail, telephone or mixed mode**
- Mail-only mode includes up to **2 mailings**
- Telephone-only mode includes up to **5 call attempts** to complete survey
- Mixed mode is a combination of **1 survey mailing** & up to **5 call attempts**
- Survey is **32 questions in length**, with option for supplemental questions
- Administered to random sample of adult inpatients between **48 hours & 6 weeks after discharge**
- Patient data **provided from hospital**
- CMS recommends **300 completes**
- Monthly or quarterly reporting available
- Quarterly HCAHPS data submission to CMS

## HCAHPS Quality Measures

- Nurses/doctors communication with patients
- Hospital staff's responsiveness to patients' needs
- Hospital staff's responsiveness to patients' pain
- Staff communication regarding new medicines
- Providing key information to patients upon discharge
- Understanding of care needed following hospital discharge
- Cleanliness & quietness of patients' rooms
- Patients' overall rating of hospital
- Patients' recommendation of hospital to family & friends

## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- Online portal access
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Posters & promotional materials for increased awareness
- Courteous, helpful & responsive staff
- Key contact team
- RMS onsite call center
- Telephone surveys conducted by professional interviewers
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

## We do more than patient surveys

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## Get in touch



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